



# **Lean Six Sigma Green Belt Project: Landline Telephone & Internet Cost Reduction**

Strategic Goal #6 – Set the Standard for Sound  
Governance and Fiscal Management



*"Delivering Outstanding Services"*



## Project Team

Define

Measure

Analyze

Improve

Control



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*"Delivering Outstanding Services"*



## Problem

- **The cost of telephone and internet phone services has increased by a yearly average of \$205K over budget from FY2012 – FY2015. A formal process to request these services does not exist.**

## Goal

- **Achieve savings by establishing a formal Connect to Disconnect process resulting in the reduction of annual costs by 5%.**

	2012-2015	Goal	Target
Avg. Budget	\$1,764,090		
Avg. Actual Cost	\$1,969,102	-5%	\$98,455



## Project Results

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**Total Savings for FY 2015 \$114,000**

**Total Savings for FY 2016  
\$456,000**

**Total FY 2015 & FY 2016 HARD  
DOLLAR Savings**

**\$570,000**

**WOW!**